

SPS Training Strategy & Status for Version 4.2



***Debbie O'Rourke
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Mission/Vision for Training

- **Mission**

- To Maximize client satisfaction through utilization of the PD² application and through a blended user learning program.

- **Vision**

- To communicate SPS product knowledge through a variety of instructional methods.



Training Strategy

- Provide a tiered approach using a combination of training methods
- Provide an understanding of the Integrated Training Process
- Provide for continuous learning



Training Methods

- Computer Based Training (CBT)
- PD² Advisor
- Training Knowledge Base
- Instructor Led Training (ILT)
- Topic Papers
- Train the Trainer Program
- On-site support



Tiered Approach

- **Computer Based Training (CBT) -**
 - User has complete freedom to choose when to engage in learning and directly interacts with technology
- **PD² Advisor -**
 - The Advisor is a screen that provides step by step instructions to completing a form at the same time as the user is performing the task in the application.
- **Instructor Lead Training (ILT) - Least Integrated**
 - Traditional approach; worked to communicate; decrease resistance; allow for application; introduce new systems



Successful Implementation

- **What will it take?**
 - Communication to components
 - Consistent and frequent messages
 - Attendance at user conferences



Benefits of this Approach

- Just in Time Training
- Increases the user proficiency in the use of the software
- Increase user productivity through training and application enhancements
- Continuous Learning



Will this approach work?

- **YES!**
 - Message reaches more users faster
 - Consistent training to the desktops
 - Constant reinforcement of training



Training Methodology

- **Upgrade Strategy**
 - Computer Based Training (CBT)
 - PD² Advisor
 - On Site Support
- **New Installation Strategy**
 - Classroom training
 - CBT as a high level orientation
 - PD² Advisor



Train the Trainer Program

- New with Version 4.2 – some aspects of the program are still being worked
- Targeted for implementation with Version 4.2 Increment 1
- Can be run against the functional courses (SAP, Contracts, or Contract Administration)



Train the Trainer Program

- Extensive 6 week program
- Resulting in Government Certified Instructors
- Graduates are certified to train the Government user community only in the Version of the software they train in (Ex. – Version 4.2 Increment 1)



Train the Trainer Program

- Graduates can only train the course they attended (Ex. Contracts TTT can only instruct Contracts Class)
- As with any other training, if you don't use what is taught, you will lose it
- Attendees in the TTT program must be Government personnel
- Can add service specific content around the basic class



Train the Trainer Program

- First offering will be against the Contracts Course (27 May to 5 Jul)
- Schedule
 - Week 1 - 27 May 2002 - At home site – Prep work
 - Week 2 - 3 June 2002 - On site at AMS
 - Week 3 - 10 June 2002 - On site at AMS
 - Week 4 - 17 June 2002 - On site at AMS
 - Week 5 - 24 June 2002 - On site at AMS
 - Week 5 - 1 July 2002 - - At home site – Final work



Training through End of FY02

- Fund the Team Trainers have been reduced
- CLIN Structure in place
- Primary focus on Version 4.2 Increment 1
- Unlimited Government copying and distribution of both Version 4.1.e and 4.2 training material is permitted
- Classroom instruction starting with this month will receive only CD ROM training materials
- Students can purchase hard copy training materials through the JPMO prior to training or can bring a hard copy with them to class.



Training Requirements

- **Need to know the components training requirements**
 - **Immediate**
 - New installations
 - Upgrade – Replacement users & classroom upgrade training
 - **Long term**
 - New Installations
 - Upgrade – Replacement users & classroom upgrade training



CLIN Structure

- **CLIN Structure has been put in place and includes the following:**
 - **Classes**
 - Instructor
 - Class material
 - Class
 - 1 to 15 students – 1 instructor
 - 16 to 25 students – 2 instructors
 - **On-Site Support**
 - 1 day
 - 3 day
 - 5 day



Training Deliverables

- **All basic training materials** - Currently being revised based on recent reviews, AMS pilot courses and first offerings to DOD
- **CBT** – Delivered and is under review, there are approximately 200 items remaining for review as well as regression testing
- **TTT** – Finalization of the course material is being accomplished this month and JPMO will provide a general course outline once finished to Desk Officers
- **Sybase** – Under development – high level outline has been provided to Desk Officers



Class Schedules

- **Limited number of JPMO classes will be offered during this 6 month period (through 30 Sep 02)**
- **Classes for April and May have been locked in due to the first offering classes and will be local to AMS**
 - Offering some Version 4.1.e classes at Logicon
 - Offering some Version 4.2 classes at AMS
- **If classes are needed**
 - Can request and if our schedule is open we will support (based on availability of trainers)
 - Can request and fund through JPMO using the CLIN structure put in place for this period of performance



Next Steps

- Finish conducting the First Offering classes against Version 4.2
- Contract Admin and Contracts classes have been done and are under final revision
- System Administration, Report Writing, and Sybase are scheduled
- Revise training materials based on feedback
- Deliver final training material



Questions?
